

Employment Guidebook



Careers in Public Service

INSIDE: Public Service jobs are diverse and reflect every interest, field of study, and skill level. The Washington, DC metropolitan area maintains a strong, youthful entry-level workforce with a variety of opportunities to work in public service. More than 10 of the largest employers in the District of Columbia represent the government sector and, according to local industry employment projections, the D.C. metro area consists of more than 215,735 public employees - Federal, State, and local government combined.

The Public Service Industry: An Overview	3	Your Pathway to District Government Jobs	6
Finding Your Niche	3-4	Top 25 Public Service Occupations in the District of Columbia	7
Best Places to Work in the Federal Government	4	Your Pathway to Federal Government Jobs	8
Discover a Career in State and Local Government	5	Government Work and Lifestyles	9
Did You Know?	5	Flexible Work Hours	9
		Government Advantages and Benefits	9
Top 10 Largest Agencies in the District Government	5	Training and Education Requirements	10
		Workforce Training and Education Programs	10
An Aging Government Workforce, Increased Need for Public Servants	6	Government Salaries and Wages	10
		Fastest Growing Occupations in DC	11
		One-Stop Career Center Locations	11



When you think of your dream job, what comes to mind? An architect, a lawyer, a city council member, a public safety advocate, the President of the United States, a judge, a speechwriter, a special education teacher, a visual information specialist, a social worker or election supervisor? These and many more exciting jobs await you in the Public Service industry.

Public Service, also referred to as Public Administration or Civil Service, is work done by way of the Federal, State and local governments and agencies. The government, through its employees, manages institutions, and public programs, creates laws and provides valuable public goods and services to improve the quality of our lives. As a public servant, you have a one-of-a-kind opportunity to ensure that government services work and touch citizen's lives.

You can combine your skills with your interests. For example, use your creative teaching skills to develop arts and youth programs; your interest in public safety to improve parks and recreation facilities; and your programming skills to produce leading job training software. In public service, there are attractive job opportunities for everyone.

Finding Your Niche

While Public Service is a broad and exciting industry, it can also be very frustrating to many career seekers who are unsure about what career path they want to follow. Starting your career search with an area of interest may be the single most important strategy to finding the right career in public service. The following are summaries of several different areas or paths of the Public Service Industry:

Foreign Service – Those interested in this area enjoy serving at the forefront of global initiatives and are involved in complex diplomatic affairs. There is a high level of responsibility and challenge that goes along with jobs in this area of public service. Excellent networking skills are essential as well as the ability to be diplomatic and get along well with people of various cultures and nationalities. **Career opportunities include, but are not limited to:** Foreign Service Officer, Diplomatic Courier, Ambassador, Consular Officer; Administrative Officer, Political Officer; and an Economic Officer.

Governance – Those interested in this area have a keen interest in government operations and want to make a difference in their communities or country through political processes. **Career opportunities include, but are not limited to:** Policy Advisor, President, Vice President, Governor, Lieutenant Governor, Mayor, Cabinet Level Secretary, Representative, Senator, Assistants, Deputies, Chiefs of Staff, Commissioner (county, city, or state) Congressional Aide, Legislator, Legislative Assistant, and Lobbyist.

National Security – Those interested in this area tend to lean toward a career with the military and armed services, learning occupational specialties ranging from basic combat to technical fields like electronics, computer science, nuclear power, and health service. Training is also offered in aviation, administration, accounting, mechanics, etc. Some of these careers are top secret. **Career opportunities include, but are not limited to:** National Security Advisor, Military Officer, Electronic Warfare Operations, Combat Operations, Special Forces, Submarine Officer, Combat Engineer, and Intelligence/Counter-intelligence, to name a few.

Planning – Those interested in this area are great at analyzing problems and designing programs and services to meet community needs. They are the behind-the-scenes glue that keeps everything running smoothly. They work with civic leaders, legislators, and the public. They complete studies, prepare reports, develop budgets, and manage staff activities. **Career opportunities include, but are not limited to:** Commissioner or Director (various agencies), Economic Development Coordinator, Urban and Regional Planner, and Program Associate.



Public Management and Administration — Those interested in this area like to manage public services and programs to meet national, state, or community needs. They first analyze community problems with the help of special committees and public agencies and then prepare reports. Public administrators present their reports and recommendations to governing bodies such as the city council, state legislature, federal agencies, and other administrators. They work with civic leaders, legislators, and the public. They manage staff activities and prepare program budgets and other management-related activities. **Career opportunities include, but are not limited to:** Executive Director or officer of a foundation, charitable organization or industrial foundation, City Manager, City Council, City or County Clerk, Court Administrator or Clerk, General Service Officer, Management Analysis Officer, or a Program Administration Officer.

Regulation — People interested in this area gather evidence needed to determine if a person is obeying federal, state, and municipal laws. They investigate possible violations related to tax collection, employment and business practices, public benefit claims, and narcotics. Major types of law enforcement officers include police officers, correction officers, and customs and border protection officers. **Career opportunities include, but are not limited to:** Chief of Field Operations, Code Inspector or Officer, Director, Business Regulation Investigator, Equal Opportunity Officer, Bank Examiner, Election Supervisor, Immigration Officer, Enforcement Specialist, or Aviation Safety Officer.

Revenue and Taxation — Those interested in this area enjoy dealing with numbers, data, and details, and working under deadlines. They are skilled at mathematics and their keen attention to details and accuracy make them a sort of watchdog, not only for the local, State or Federal government, but for all taxpayers. **Career opportunities include, but are not limited to:** Tax Auditor, Internal Revenue Investigator, Revenue Agent/Officer, Assessor, Tax Attorney, Tax Policy Analyst, and Tax Examiner.

The educational requirements for opportunities in each of these areas range from general academics to post secondary and professional degrees. Equally important to solid academic skills are the basic soft skills necessary to thrive in public service. Career seekers in public service must possess positive attitudes toward work and learning. They must have the ability to analyze, understand, and problem solve, demonstrate excellent communications skills, and be a team player. Last but not least, they must be able to keep abreast of all up-to-date and relevant applications, technological or otherwise, necessary in their line of work.

Best Places to Work in the Federal Government

Rank	Name	Score	Rank	Name	Score
1	Office of Management and Budget	77.5	16	Department of Agriculture	61.8
2	National Science Foundation	75.0	17	Department of Health and Human Services	61.0
3	Nuclear Regulatory Commission	74.8	18 (tie)	Agency for International Development	60.2
4	Government Accountability Office	74.3	18 (tie)	Department of Labor	60.2
5	Securities and Exchange Commission	72.8	20	Department of Transportation	59.3
6	National Aeronautics and Space Administration	70.9	21	Social Security Administration	59.2
7	General Services Administration	69.1	22	Department of Housing and Urban Development	58.3
8	Environmental Protection Agency	68.4	23	Department of Treasury	57.4
9	Department of Energy	66.9	24	Equal Employment Opportunity Commission	55.7
10	Department of State	65.7	25	Federal Deposit Insurance Corporation	55.2
11	Department of Veteran Affairs	64.5	26	National Archives and Records Administration	55.0
12	Department of Commerce	63.5	27	Office of Personnel Management	53.4
13	Department of Justice	62.8	28	Department of Education	52.7
14	Department of the Interior	62.5	29	Department of Homeland Security	46.7
15	Department of Defense	62.1	30	Small Business Administration	43.9

Source: www.bestplacetowork.org

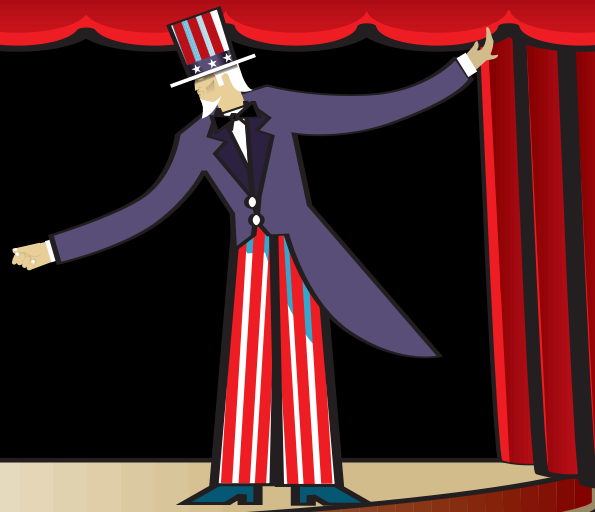
According to *The District State of the Workforce Report (2003)*, government jobs are often viewed as stable and provide many entry-level positions and career opportunities for advancement. The U. S. Department of Labor Statistics (BLS) reports that local government hires twice the amount of workers than state governments. Firefighters and law enforcement workers are usually the largest occupations.

As a jurisdiction, the District of Columbia is unique in that the city operates as a state and local government, and hosts the national office of Federal Government and agencies. More than 10 of the largest employers in the District of Columbia represent government sectors, and according to local industry employment projections the Washington, D.C. metropolitan area consists of more than 215,735 public employees – Federal, State, and local government combined. That number represents 27 percent of the local employment market.

Did You Know?

Each level of government has its own role:

- **Federal government operates and manages U.S. public programs, agencies and highway and air transportation. It also enforces laws and presents the U.S. interests, worldwide.**
- **State and local governments serve citizens by managing public safety, transportation, healthcare, education, utilities, and courts in their communities.**
- **The District government manages both state and local government services, including public services such as local emergency services, transportation, business and economic development, health, and law enforcement.**



13 Largest D.C. Government Offices / Agencies



- **Citywide Call Center**
- **Child and Family Services Agency**
- **Department of Human Services**
- **Department of Consumer and Regulatory Affairs**
- **Department of Employment Services**
- **Department of Motor Vehicles**
- **Emergency Management Agency**
- **Fire and Emergency Medical Services Department**
- **Metropolitan Police Department**
- **Office of Tax and Revenue**
- **Public Schools**
- **Unified Communications**
- **University of the District of Columbia**

**The order of the list, as presented, makes no assumption as to which agency is larger than the other.*

The nation's largest employer is hiring and there's a place just for you! According to the U.S. Bureau of Labor Statistics (BLS), 45% of all government employees are eligible to retire in the next five years, leaving thousands of jobs to fill each year.

According to the Administration on Aging, in 2000, there were more than 34.7 million individuals age 65 or older living in the United States. By the year 2030, it is expected that this number will exceed 70 million, more than double the present number.

The average age of a Federal full-time employee is 45.6 years. As workers age 55 and older increase steadily over the next decade, the first generation of Baby Boomers will hit the retirement age of 65. By 2030, the Baby Boomers will all be between the ages of 66-84.

As the workforce ages, and public sector workers retire, Federal, State and local governments must move quickly to recruit and train the next generation of civil servants.



Your Pathway to District Government Jobs



Government is business and, like most major business, its personnel department utilizes the website, daily publications, and job fairs to advertise current job openings.

For the District government, interested candidates are encouraged to go to www.dcop.dc.gov and click on employment opportunities to view the listing of available jobs. Opportunities that are marked “Opened to the Public” mean anyone can apply. Opportunities marked “Agency” mean only current employees in the agency can apply. Opportunities marked “District Government” are for current District employees only. And opportunities marked “Special Area” mean that only a specific category of employees or employees within a specific division of an agency can apply.

Once you have identified the right position for you. The next step is applying for the position. Each job opening will give the title of the job, work location, and other general information such as salary range, grade, work hours and days, the agency, and the length of employment. The District government requires that all interested applicants complete and submit the DC Employment Application (DC2000). If you are registered on the online application system, you may apply for the job online by pressing the yellow button, “Apply for this Job.”

To rank and determine qualifications, all applicants are required to submit answers to several ranking factors, which showcase their knowledge, skills, and ability (KSA) for the job. This allows hiring managers to further delineate the right candidate for the job.

Hint: *Be sure that the experiences on your resume support the requirements for the job. Tailor the answers to your ranking factors to further flesh out the experiences you have highlighted on your resume.*

The top 25 occupations in the District reflect government jobs in all occupations. Government employers are looking for new hires to fill a variety of exciting jobs in D.C.'s labor market. Industry employment forecasts for 2002-2012 project an overall increase of 67,000 jobs in Washington, D.C. for the decade. Government employment in the District is expected to increase by more than 5,000 jobs by 2012.

Occupation	Annual Wage	Training	Job Description
Postal Service Mail Sorters, Processors, and Processing Machine Operators	\$45,850	Short-term on-the-job training	Prepare incoming and outgoing mail for distribution. Examine, sort, and route mail by state, type, or other system. Load, operate, and occasionally adjust and repair mail machinery.
Postal Service Mail Carriers	\$47,850	Short-term on-the-job training	Sort mail for delivery. Deliver mail on established route by vehicle or on foot.
Management Analysts	\$79,470	Bachelor's or higher degree, plus work experience	Conduct organizational studies and evaluations, design systems and procedures, conduct work simplifications and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively.
Lawyers	\$133,600	Professional degree	Represent clients in criminal and civil litigation and other legal proceedings, compose legal documents, and manage or advise clients on legal transactions. May specialize in a single area or may practice broadly in many areas of law.
Operations Research Analysts	\$76,760	Bachelor's or higher degree, plus work experience	Formulate and apply mathematical modeling and other optimizing methods using a computer to develop and interpret information that assists management with decision making, policy formulation, or other managerial functions.
Secretaries, except Legal, Executive	\$40,140	Moderate-term on-the-job training	Perform routine clerical and administrative functions such as drafting medical correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.
Computer Systems Analysts	\$81,870	Bachelor's degree	Analyze science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyze user requirements, procedures, and problems to improve existing systems and review computer system capabilities, workflow, and scheduling limitations.
Purchasing Agents, except Wholesale, Retail, and Farm Products	\$76,850	Work experience in a related occupation	Purchase machinery, equipment, tools, parts, supplies, or services necessary for the operation of an establishment. Purchase raw or semi-finished materials for manufacturing.
Postal Service Clerks	\$50,340	Short-term on-the-job training	Perform any combination of tasks in a post office: receive letters and parcels; sell postage and revenue stamps, postal cards, and stamped envelopes; fill out and sell money orders; place mail in pigeon holes of mail rack or in bags according to state, address, or other scheme; and examine mail for correct postage.
Accountants and Auditors	\$65,910	Bachelor's degree	Examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements. Install or advise on systems of recording costs or other financial and budgetary data.
Police and Sheriff's Patrol Officers	\$56,740	Moderate-term on-the-job training	Maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district. Perform a combination of the following duties: patrol a specific area on foot or in a vehicle; direct traffic; issue traffic summonses; investigate accidents; apprehend and arrest suspects, or serve legal processes of courts.
Janitors and Cleaners, except Maids and Housekeepers	\$22,260	Short-term on-the-job training	Keep buildings in clean and orderly condition. Perform heavy cleaning and duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish.
First-Line Supervisors/Managers of Office and Administrative Support Workers	\$73,860	Work experience in a related occupation	Supervise and coordinate the activities of clerical and administrative support workers.
Economists	\$96,040	Master's degree	Conduct research, prepare reports, or formulate plans to aid in solution of economic problems arising from production and distribution of goods and services.
Market Research Analysts	\$72,290	Master's degree	Research market conditions in local, regional, or national areas to determine potential sales of a product or service. May gather information on competitors, prices, sales, and methods of marketing and distribution.
Employment, Recruitment, and Placement Specialists	\$53,840	Bachelor's degree	Recruit and place workers.
Office Clerks, General	\$28,630	Short-term on-the-job training	Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures.
Political Analysts	\$88,760	Master's degree	Study the origin, development, and operation of political systems. Research a wide range of subjects, such as relations between the United States and foreign countries, the beliefs and institutions of foreign nations, or the politics of small towns or a major metropolis.
Detectives and Criminal Investigators	\$81,520	Bachelor's or higher degree, plus work experience	Conduct investigations related to suspected violations of Federal, State, or local laws to prevent or solve crimes.
Budget Analysts	\$76,970	Bachelor's degree	Examine budget estimates for completeness, accuracy, and conformance with procedures and regulations. Analyze budgeting and accounting reports for the purpose of maintaining expenditure controls.
Administrative Services Managers	\$72,530	Bachelor's or higher degree, plus work experience	Plan, direct, or coordinate supportive services of an organization, such as record keeping, mail distribution, telephone operator/receptionist, and other office support services. May oversee facilities planning and maintenance and custodial operations.
Financial Managers	\$97,240	Bachelor's or higher degree, plus work experience	Plan, direct, and coordinate accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an establishment.
Maintenance and Repair Workers, General	\$36,880	Moderate-term on-the-job training	Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair.
Compliance Officers, except Agriculture, Construction, Health and Safety, and Transportation	\$69,700	Long-term on-the-job training	Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and other compliance and enforcement inspection activities not classified elsewhere.
Cashiers	\$21,000	Short-term on-the-job training	Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.



According to *The District's State of the Workforce Report*, two-thirds of District residents work for the Federal government. That said, opportunities for employment with the Federal government can be highly competitive and the application process often requires a great deal of time and effort.

Job information is available 24 hours a day, 7 days a week through the United States Office of Personnel Management (OPM) automated telephone system, 912-757-3000, through a computer modem at 912-757-3100, or by visiting FJOB.Mail.OPM.GOV (Telnet only).

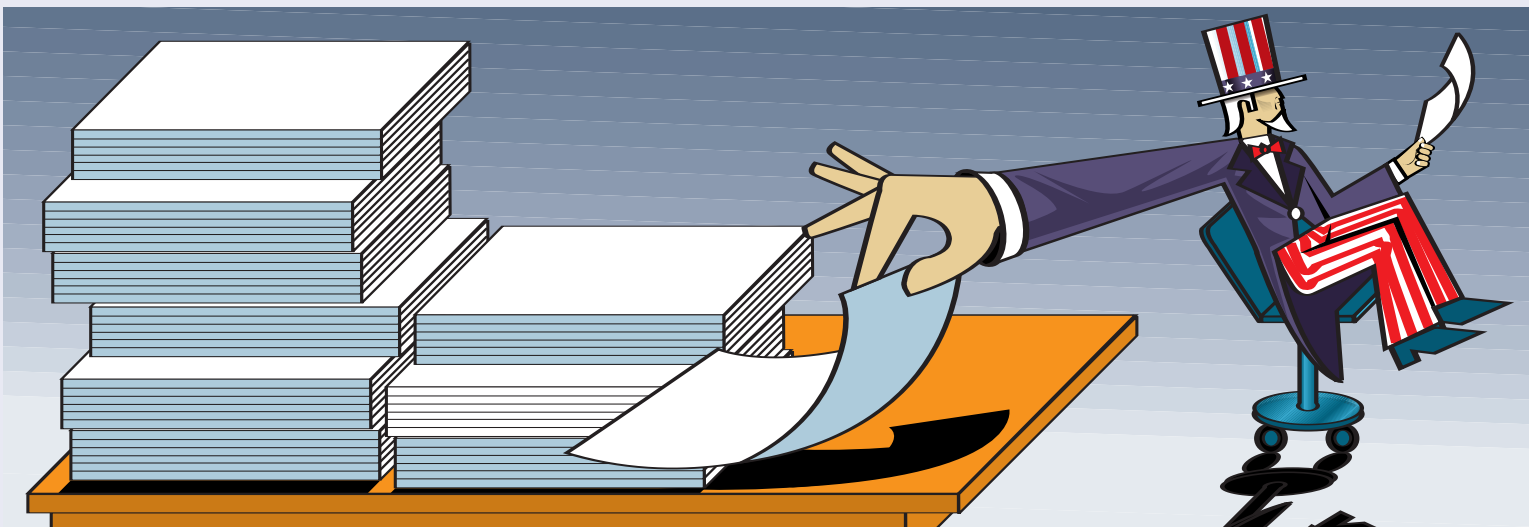
Applicants for Federal employment should submit a resume; the Optional Application for Federal Employment, form OF-612; or any other written format of choice. Occasionally, for jobs requiring special skills, other specialized application forms may be required.

Your resume or application format should include the job announcement number for which you are applying, your personal information, including name, mailing address, contact information, social security number, and country of citizenship, since most Federal jobs require U.S. citizenship. If you are a veteran or have formally held a Federal civilian job, it is important to mention it at this point.

Your education and work experience information are also mandatory. Education information must include the names of each school completed and the degrees obtained. Work experience information should include all jobs relative to the job for which you are applying. Do not send job descriptions, only list the job titles, duties and accomplishments, your employers' and immediate supervisors' names and contact information, dates worked (month and year), hours worked, and salaries. Also indicate whether or not it is OK for hiring managers to contact your current supervisor.

Hint: List any other qualifications you believe may increase your chances for the position. This may include: work-related training courses, skills, certificates, honors and awards for special accomplishments..

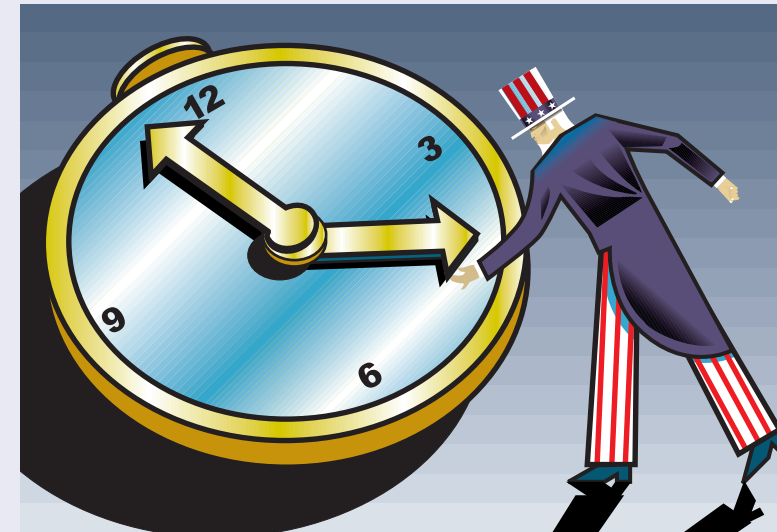
Finally, those interested in opportunities with the Federal government, should begin with an initial review of your knowledge, skills, and abilities (KSA), as Federal employers usually require written responses articulating the candidate's knowledge, skills, and abilities to determine qualifications. Visit the following websites for listing of available positions within the Federal government: www.fedjobs.gov, www.firstgov.gov, www.usajobs.opm.gov, www.studentjobs.gov, www.govtjobs.com, www.military.com, www.hirevetsfirst.gov.



Careers in public service offer a variety of working conditions, benefits and lifestyles. The type of government job, the agency and physical area can determine the hours, schedule and flexibility. Most Federal employees work in professional and managerial positions in offices, hospitals and laboratories, and quite a few work at airports, military bases and national parks.

Many state and local employees also work in office settings. However, the most visible state and local employees work directly in the community everyday as elected officials or in public safety, transportation and law enforcement. Work environments range from relaxed to stressful, depending on the job responsibilities.

(Source: Bureau of Labor Statistics)



Flexible Work Hours

The possibilities are endless for flexibility depending on your job and its requirements. Federal workers and most state and local professional and administrative employees work regular 40-hour weeks with 8.5 business hour days. Evenings and weekend work are generally not required.

Several state and local jobs may require weekend, evening and overnight service. Public safety and law enforcement jobs such as, firefighters, policeman, transportation and utility workers may have several shifts, part-time and flexible hours, on-call schedules, and 50-60 plus hours per week followed by several days off.

Government Advantages and Benefits

Work benefits, depending on the government agency, department or geographic area, may include:

- health and life insurance, and retirement
- earned vacation and leave
- flexible-work schedules
- telecommute
- tuition reimbursement
- career advancement
- immediate benefits
- credit union membership
- job travel opportunities

Working conditions in the government can support a higher quality of life and provide a challenging and rewarding working environment for you and your family.



According to *The District State of Workforce Report*, the Washington Metropolitan region includes job opportunities for all education and training levels. Just 25 percent of all the region's occupations require a bachelor's degree or above, while more than 33 percent of the top jobs in demand require only short-term on-the-job training. A variety of employment and training opportunities exist for all levels, particularly entry-level jobs in D.C. (See listing on p. 7)

The education level and experience required by workers in State and local government varies by occupation. Career advancement and political appointments to the top levels of government generally require a law or Master's degree in a specialized field, preferably in Public Administration for governing and urban planning positions.

Most managerial or professional related jobs require a 4-year college degree. Many Federal and local government jobs are entry-level and require little specialized education or training. However, you may need a high school education or its GED equivalent and pass a civil service examination. Additional knowledge, skills and ability tests may include a medical examination for physical strength, a commercial driver's license, a written test on rules and regulations to operate a commercial vehicle safely.

Workforce Training and Education Programs

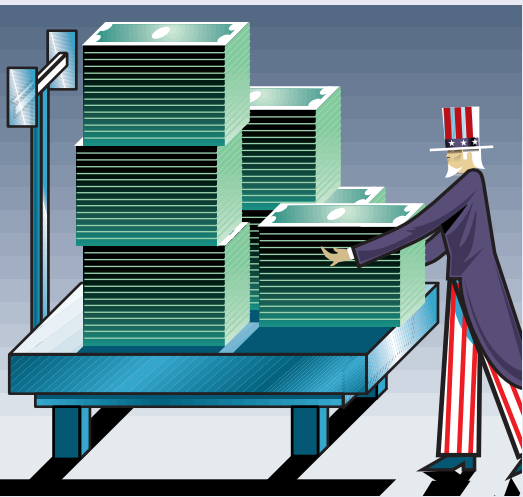
The D.C. Department of Employment Services (DOES) develops Washington's workforce and offers training and education through its One-Stop Career Centers. Many of these One-Stop Centers provide employment, education, and training services all in one place (www.dcnetworks.org). Additionally, many organizations partner with the District of Columbia government to provide job training and apprenticeships for specialized occupations. Apprenticeships combine on-the-job training with classroom instruction and teach workers highly skilled occupations. Apprenticeship programs are sponsored by employers, labor groups, and employer associations.

Applicants for apprenticeship must be at least 16 years old and demonstrate that they have the ability, aptitude, and education to master the basics of the occupation and complete the training.

For more information about the Apprenticeship Program and training required for a career in public service, please visit: www.dcnetworks.org



Government Salaries and Wages



As in most industries, earnings in government service will vary based on duties as well as education and training required.

According to the BLS, the majority of Federal workers are paid according to the General Schedule (GS) pay scale. The GS scale includes 15 grades for pay and advancement for employees and sets Federal wages to compare with similar jobs in the region. In March 2005, the average annual salary for Federal employees according to the General Schedule was \$61,735.

According to a recent report, the median wage for Public Administration jobs in the District was \$44,440, an average weekly wage of \$1,644.

(Source: Labor Market Statistics, Quarterly Census of Employment And Wages for District of Columbia, Federal Government)

These 25 fastest growing occupations in the District of Columbia over the next five years represent a broad range of industries and salaries, and required or preferred qualifications. **All earnings are averages reported by the U.S. Bureau of Labor Statistics and D.C. Dept of Employment Services*

1. Management Analysts

What it pays: \$79,470

Bachelor's degree

2. Lawyers

What it pays: \$133,600

Professional degree

3. Computer Systems Analysts

What it pays: \$81,870

Bachelor's degree

4. Janitors and Cleaners, except Maids and Housekeepers

What it pays: \$22,260

Short-term on-the-job training

5. Office Clerks

What it pays: \$28,630

Short-term on-the-job training

6. Computer Support Specialists

What it pays: \$46,550

Associate Degree

7. Legal Secretaries

What it pays: \$55,220

Associate degree

8. Maids and Housekeeping Cleaners

What it pays: \$ 25,660

Short-term on-the-job training

9. Computer Applications Software Engineer

What it pays: \$70,890

Bachelor's degree

10. General and Operations Manager

What it pays: \$106,650

Bachelor's degree plus experience
11. Business Operations Specialists, All Other

What it pays: \$ 85,600

Bachelor's degree

12. Police and Sheriff's Patrol Officers

What it pays: \$ 56,740

Long-term on-the-job training

13. Farming, Fishing, and Forestry Workers, All Other

What it pays: \$ 54,272

Moderate-term on-the-job training

14. Paralegals and Legal Assistants

What it pays: \$ 48,100

Associate degree

15. Computer and Information Systems Managers

What it pays: \$ 102,780

Bachelor's plus experience

16. Security Guards

What it pays: \$ 26,530

Short-term on-the-job training

17. Detectives and Criminal Investigators

What it pays: \$ 81,520

Work experience in related field

18. Computer Specialists

What it pays: \$ 63,890

Associate degree

19. Chief Executives

What it pays: \$ 154,220

Bachelor's plus experience
20. Combination Food Preparation and Serving Worker

What it pays: \$23,960

Short-term on-the-job training

21. Network and Computer Systems Administrators

What it pays: \$ 72,950

Bachelor's degree

22. Registered Nurses

What it pays: \$59,130

Associate degree

23. Public Relations Specialists

What it pays: \$78,820

Bachelor's degree

24. First-Line Supervisors/Managers of Housekeeping

What it pays: \$33,930

Work experience in related occupation

25. Customer Service Representatives

What it pays: \$34,050

Moderate-term on-the-job training



One-Stop Career Center Locations

Full Service Centers

- *Franklin Street One-Stop Career Center

1500 Franklin Street, N.E.

Washington, D.C. 20001

Hours: 8:30 am - 4:30 pm
- *Naylor Road One-Stop Career Center

2626 Naylor Road, S.E.

Washington, D.C. 20020

Hours: 8:30 am - 4:30 pm

Satellite Offices

- U.S. Assistance Center, Veteran Affairs Regional Office

1722 I Street, N.W., 3rd Floor, Rm. 335

Washington, D.C. 20421

Hours: 8:30 am - 4:30 pm (Veterans Only)
- A. Philip Randolph Worker Center/ One-Stop Career Center

6210 North Capitol Street, N.W.

Washington, D.C. 20011

Hours: 8:30 am - 4:30 pm
- Euclid Street One-Stop Career Center

1704 Euclid Street, N.W.

Washington, D.C. 20009

Hours: 8:30 am - 4:30 pm
- Business Improvement District (BID) One-Stop Career Center

945 G Street, N.W.

Washington, D.C. 20001

Hours: 8:30 am - 4:30 pm
- South Capitol One-Stop Career Center/ CVS pharmacy

4049 South Capitol Street, S.W.

Washington, D.C. 20032

Hours: 8:30 am - 4:30 pm

* Unemployment compensation benefits can only be filed at these centers. Visit www.dcnetworks.org or call 202-724-7000 or 1-877-319-7346



 **Government of the District of Columbia**
Anthony A. Williams, Mayor

 **Department of Employment Services**
Gregory Irish, Director

Daryl G. Hardy, Assistant Director
Susan Gilbert, Program Manager/Business Services
Workforce Development Bureau
609 H Street, N.E.
Washington, D.C. 20002

Produced by the Office of Public Affairs

Note: The statistics in this publication may change with receipt of additional information.

Notice of Non-Discrimination

In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code Section 2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

The Department of Employment Services is an Equal Opportunity Employer/Provider. Auxiliary aids and services are available upon request to persons with disabilities.